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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Sheet	1	of	1	Attorney Docket Number	4704.P010X
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U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
		us- 6,404,864 B1	06-11-2002	Evslin, et al.	
		us- 6,310,941 B1	10-30-2001	Crutcher, et al.	
		us- 6,304,637 B1	10-16-2001	Mirashrafi, et al.	
		us- 6,298,056 B1	10-02-2001	Pendse	
		us- 6,212,192 B1	04-03-2001	Mirashrafi, et al.	
		us- 6,199,096 B1	03-06-2001	Mirashrafi, et al.	
		us- 6,144,670	11-07-2000	Sponaugle, et al.	
		us- 5,987,102	11-16-1999	Elliott, et al.	
		us- 5,889,774	03-30-1999	Mirashrafi, et al.	
		us- 5,453,352	09-26-1995	Tachibana	RECEIVED
		us-			DEC 18 2003
		us-			Technology Center 2100
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FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				

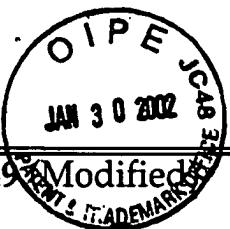
Examiner Signature		Date Considered	12-24-05
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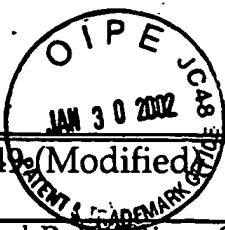
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Form PTO-1449 Modified		Atty Docket No.: 4704P010X	Application No.: 10/015,968
List of Patents and Publications Statement (Use several sheets if necessary)		Applicants: Karl Jacob et al. Filing Date: December 6, 2001	

REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
AB		04/08/97	5,619,725	Gordon			
AB		06/16/98	5,768,348	Solomon, et al.			
AB		01/04/2000	6,011,794	Mordowitz, et al.			
AB		10/10/2000	6,130,933	Miloslavsky			
AB		01/16/2001	6,175,619 B1	DeSimone			
AB		02/06/2001	6,185,194 B1	Musk, et al.			
AB		02/13/2001	6,188,673B1	Bauer, et al.			
AB		02/20/2001	6,192,050 B1	Stovall			
AB		07/10/2001	6,259,774 B1	Miloslavsky			

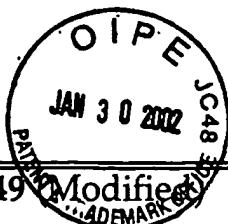
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Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Trans-lation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

AB		"Expercity.com Launches Premier Online Marketplace for Expert Services", PR Newswire, 8/99
AB		Information about keen.com retrieved form the Internet [URL: http://www.keen.com], on October 24, 2000
AB		Cynthia Hodgson, "Online Expert Databases & Services", Econtent, December 1999, p. 48-53
AB		Jeff Peline, "Net Firm to Connect Users by phone", CNET News.com, [retrieved from http://news.cnet.com on October 24, 2001]
AB		"Keen.Com Launches First Live Answer Community", Press release retrieved from http://www.keen.com on October 24, 2000

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Form PTO-1449 Modified PATENT TRADEMARK				Atty Docket No.: 4704P010X	Application No.: 10/015,968		
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Karl Jacob et al.			
				Filing Date: December 6, 2001			
REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS			
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
<i>AB</i>			6,026,087	Mirashrafi et al.			
<i>AB</i>		3/30/99	5,890,138	Godin et al.			
<i>AB</i>		5/16/00	6,064,978	Gardner et al.			
<i>AB</i>		4/15/97	5,619,991	Sloane			
<i>AB</i>		10/06/98	5,818,836	DuVal			
<i>AB</i>		04/24/2001	6,223,165 B1	Lauffer			
<i>AB</i>		03/18/86	4,577,065	Frey, et al.			
<i>AB</i>		07/11/89	4,847,890	Solomon, et al.			
<i>AB</i>		10/15/91	5,058,152	Solomon, et al.			
<i>AB</i>		11/01/94	5,361,295	Solomon, et al.			
<i>AB</i>		11/29/94	5,369,694	Bales, et al.			
<i>AB</i>		03/04/97	5,608,786	Gordon			
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Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class
							Trans-lation
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)							
<i>AB</i>		"Connecting to On-Line Car Shoppers: Auto Sellers Use Netcall Internet Call -Button Technology to Turn Clicks into Interactive Sales", Business Wire, Page 4089., 7/99					
<i>AB</i>		Davey, Tom, "Wheeling and Dealing Online", PC Week, Vol. 13, No. 45, Pages 1, 129., 11/96					
<i>AB</i>		Collett, Stacey & Julie King, " Why Online Browsers Don't Become Buyers", Computerworld, Vol 33, No 48, Page 14					
<i>AB</i>		Information about Expertcity.com retrieved from the Internet [URL: http://www.expertcity.com] on April 9, 2000					
<i>AB</i>		"Rent-An Expert On the Web", Information Week, Page 75, 9/99					
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List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Karl Jacob et al.				
				Filing Date: December 6, 2001				
REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS				
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date	
AB			5,809,145	Slik, et al.				
AB			5,675,734	Hair				
AB			5,619,570	Tsutsui				
AB			5,557,677	Prytz				
AB			4,723,283	Nagasawa, et al.				
AB			4,677,434	Fascenda				
AB			4,631,428	Grimes				
AB			6,064,978	Gardener, et al.				
AB			6,046,762	Sonesh, et al.				
AB			6,029,141	Bezos, et al.				
AB			5,911,132	Sloane				
AB			5,619,148	Guo				
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AB		"USA Global Link Brings Interactively to Internet Shopping", Business Wire., 10/98						
AB		"Lucent Technology and Netscape Team to Deliver Lucent Ecommerce Solutions", Business Wire, 9/98						
AB		"TriNet's, Help Me, I'm Stuck, Internet Voice Button Services Pushes Web Pages to Online Users", Business Wire, 3/98						
AB		Tehrani, Rich, "e-Rip Van Winkle and the 60 second Nap", Call Center Solution, Vol. 18, No. 2, Pages 16(3), 8/99						
AB		"Netcall Internet Call Buttons Enhance E-Commerce Customer Service and Sales", PR Newswire, Page 7431, 8/99						
Examiner				Date Considered				
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.								

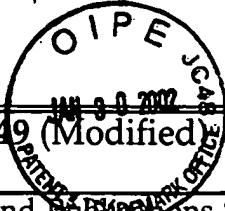
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O P E J C A

Form PTO-144 (Modified)				Atty Docket No.: 4704P010X	Application No.: 10/015,968			
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Karl Jacob et al.				
				Filing Date: December 6, 2001				
REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS				
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date	
<i>AB</i>			6,026,400	Suzuki				
<i>AB</i>			5,860,068	Cook				
<i>AB</i>			5,497,502	Castille				
<i>AB</i>			5,734,961	Castille				
<i>AB</i>			5,832,523	Kanai, et al.				
<i>AB</i>			6,055,513	Katz, et al.				
<i>AB</i>			5,999,609	Nishimura				
<i>AB</i>			5,987,430	Van Horne, et al.				
<i>AB</i>			5,974,141	Saito				
<i>AB</i>			5,878,130	Andrews, et al.				
<i>AB</i>			5,842,212	Ballurio, et al.				
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
<i>AB</i>		Linda Littleton, "Meet the Shadowy Future," Proceedings ACM SIGUCCS User Services Conference XXII, Ypsilanti, Michigan October 16-19, 1994, Pages 205-210.						
<i>AB</i>		L. F. Ludwig and D.F. Dunn, "Laboratory for Emulation and Study of Integrated and Coordinated Media Communication," Conference on Office Information Systems, March 23-25, 1988, Sponsored by ACM SIGOIS and IEEECS TC-OA in cooperation with IFIP W.G. 8.4, Pages 283-291.						
<i>AB</i>		E.J. Addeo, A.B. Dayao, A.D. Gelman and V.F. Massa, "An Experimental Multi-Media Bridging System," Frontiers in Computer Communications Technology, Computer Communications Review, Vol. 17, No. 5, August 11-13, 1987, Pages 236-242.						
<i>AB</i>		ISDN Tutorial:Definitions, http://www.ralphb.net/ISDN/defs.html , printed on April 21, 2000.						
<i>AB</i>		ISDN Tutorial: Interfaces, http://www.ralphb.net/ISDN/ifaces.html , printed on April 21, 2000.						
Examiner <i>J. B. R.</i>				Date Considered <i>1-24-08</i>				
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.								

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Form PTO-1449 (Modified)				Atty Docket No.: 4704P010X	Application No.: 10/015,968			
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Karl Jacob et al. Filing Date: December 6, 2001				
REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS				
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date	
AB			5,590,197	Chen, et al.				
AB			5,555,298	Jonsson				
AB			5,539,735	Moskowitz				
AB			5,537,314	Kanter				
AB			5,359,508	Rossides				
AB			5,347,632	Filepp, et al.				
AB			5,325,424	Grube				
AB			5,319,542	King, Jr. et al.				
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AB			5,058,152	Solomon, et al.				
AB			4,751,669	Sturgis, et al.				
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AB		Kiyoshi Kabeya, Akihiro Tomihisa and Sueharu Miyahara, "A New Teleconsultation Terminal System Using ISDN," NTT Review, Vol. 3, No. 4, July 1991, Pages 37-43.						
AB		Masahiko Hase, Shuji Kawakubo and Mineo Shoman, "Advanced Videophone System Using Synchronized Video Filing Equipment," NTT Review, Vol. 3, No. 4 July 1991, Pages 29-36.						
AB		Franco Mercalli and Roberto Negrini, "The ESSAI Teleshopping System: An Example of a Broadband Multimedia Application," Publication No. 0-7803-1820-X/94, IEEE, 1994, Pages 572-576.						
AB		Abhaya Asthana and Paul Krzyzanowski, " A Small Domain Communications System for Personalized Shopping Assistance," Proceedings of ICPWC'94, Publication No. 0-7803-1996-6/94, IEEE, 1994, Pages 199-203.						
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List of Patents and Publications Statement (Use several sheets if necessary)		Applicants: Karl Jacob et al. Filing Date: December 6, 2001	

REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS				
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date
AB			5,722,418	Bro			
AB			5,721,763	Joseph, et al.			
AB			5,718,247	Frankel			
AB			5,717,860	Graber, et al.			
AB			5,715,314	Payne, et al.			
AB			5,712,979	Graber, et al.			
AB			5,710,887	Chelliah, et al.			
AB			5,694,549	Carlin, et al.			
AB			5,638,432	Wille, et al.			
AB			5,634,012	Stefik, et al.			
AB			5,602,905	Mettke			

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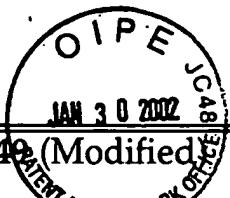
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

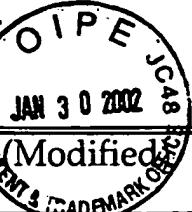
AB	Multimedia Communication in a Medical Environment, IEEE 1991 Singapore I.C. on Networks, 166
AB	A New Teleconsultation Terminal System Using ISDN, NTT Review, July 1991, 37
AB	MiniPay: Charging Per Click on the Web, CNISDN, 1997 v29, 939
AB	Caring for Customers: Real-time text chat and telephony provide personalized customer support and turn queries into sales leads, Internet World Media, September 1999

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				Filing Date: December 6, 2001				
REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS					
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date	
AB			5,819,271	Mahoney, et al.				
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AB			5,819,092	Ferguson, et al.				
AB			5,812,769	Graber, et al.				
AB			5,809,119	Tonomura, et al.				
AB			5,794,221	Egendorf				
AB			5,778,367	Wesinger, Jr., et al.				
AB			5,768,521	Dedrick				
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AB			5,740,231	Cohn, et al.				
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
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AB		Hidden Cost of Tech Support, PC World, May 1995, 143						
AB		NetBazaar: Networked Electronic Markets for Trading Computation and Information Services, ECDL 1998 - Research and Advanced Technology for Digital Libraries, 839						
AB		Multimedia Collaborative Remote Consultation Tools via Gigabit WAN in Teleradiology, IEEE 1994 Phoenix, 417						
Examiner	<i>[Signature]</i>			Date Considered	<i>1-24-08</i>			
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Form PTO-144B (Modified)				Atty Docket No.: 4704P010X	Application No.: 10/015,968			
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Karl Jacob et al.				
				Filing Date: December 6, 2001				
REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS					
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date	
			5,884,282	Robinson				
			5,884,272	Walker, et al.				
			5,884,032	Bateman, et al.				
			5,870,744	Sprague				
			5,864,871	Kitain, et al.				
			5,862,223	Walker, et al.				
			5,850,433	Rondeau				
			5,835,896	Fisher, et al.				
			5,825,876	Peterson, Jr.				
			5,825,869	Brooks, et al.				
			5,819,285	Damico, et al.				
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Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Trans-lation
		JP409233441A	9/5/97	Japan Application Sakai				
		WO 98/04061	1/29/98	PCT Application Walker, et al.				
		GB 2329046A	10/3/99	UK Patent Application Mitel corporaton				
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
		Attachmate Ready to Answer 'Net questions, Network World, 8 Apr 1996, 37						
		US Courts to Launch First Federal 900 Service, Federal Computer Week, 28 Sep 1992, 8						
		Company Devoted to Hot-Line Support, Computer Reseller News, 21 Oct 1991, 48						
		For Telesphere's Clients, Dial '1-900 TUF LUCK', Business Week, 9 Sep 1991, 88						
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AB			6,058,379	Odom, et al				
AB			6,035,021	Katz				
AB			6,026,148	Dworkin, et al.				
AB			6,014,644	Erickson				
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AB			5,924,082	Silverman, et al.				
AB			5,914,951	Bentley, et al.				
AB			5,907,677	Glenn, et al.				
AB			5,893,077	Griffin				
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Exam. Initia l	No.	Document No.	Date	Country	Name	Class	Sub-Class	Trans-lation
AB	WO 98/38558	9/3/98		PCT Application				
AB	WO 98/13765	4/2/98		PCT Application				
AB	WO 98/02835	1/22/98		PCT Application				
AB	WO 97/05733	2/13/97		PCT Application				
AB	JP409319812A	12/12/97		Japan Application Taniguchi, et al.				
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
AB		The Voice of Technology, Credit World, pp 20-23, Jul 1994						
AB		Telecommunications Buyers Guide and Directory, Editor & Publisher, pp 29TC-38TC, Feb 1994						
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Examiner 				Date Considered 1-29-05				
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